

ORIGINAL

BELLSOUTH

BellSouth Corporation
Suite 900
1133-21st Street, N.W.
Washington, DC 20036-3351

Kathleen B. Levitz
Vice President-Federal Regulatory

kathleen.levitz@bellsouth.com

December 18, 2001

EX PARTE OR LATE FILED

202 463 4113
Fax 202 463 4198

WRITTEN EX PARTE

Ms. Magalie Salas
Secretary
Federal Communications Commission
The Portals
445 12th Street, S.W.
Washington, D.C. 20554

RECEIVED

DEC 18 2001

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Re: CC Docket No. 01-277

Dear Ms. Salas:

Attached are two files that Dr. Daniel Shiman requested that BellSouth provide to him. I sent these files electronically to Dr. Shiman on December 17, 2001.

In accordance with Commission rules, I am enclosing two copies of this notice and ask that you include them in the record of the proceeding identified above. Thank you.

Sincerely,

Kathleen B. Levitz
Kathleen B. Levitz

cc: Daniel Shiman (w/o attachments)
Kathy Farroba
Jessica Rosenworcel
Susan Pié
James Davis-Smith

No. of Copies rec'd
List ACODE

072

Kennedy, Althea

From: Levitz, Kathleen
Sent: Monday, December 17, 2001 6:09 PM
To: Kennedy, Althea
Subject: FW: status



GA Status
Summary.xls



GA Replication Status
113001.z...

Please attach this e-mail and attachments to the
ex parte notice I have
just sent to you. Thanks.

Kathie

-----Original Message-----

From: McElroy, Milton
Sent: Monday, December 17, 2001 5:25 PM
To: Levitz, Kathleen
Cc: Varner, Al
Subject: FW: status

Kathy,

Please see the attached GA Audit #3 update from KPMG.

Thanks
Milton

-----Original Message-----

From: Kim, Sara [mailto:sarakim@kpmg.com]
Sent: Monday, December 17, 2001 4:03 PM
To: McElroy, Milton
Cc: Gray, Linda
Subject: status

Milton-

Per Linda's request, here is the status report, as of 11/30/01.

<<GA Status Summary.xls>> <<GA Replication Status 113001.zip>>
Thanks,
Sara

Sara Kim
KPMG Consulting, Inc.
Voice Mail (Tysons): 703.747.6046
Engagement # (Atlanta): 404.927.4906
Mobile: 703.200.7510
sarakim@kpmg.com

| GA Overall Status - SQM Reports | | | | |
|---------------------------------|---|------------|----------------------------|--|
| Domain | Metric | Report No. | Status - Month I | Comments - Month I |
| OSS | Average Response Time & Response Interval (Pre-Ordering, Ordering) | OSS-1 | BLS Phase II (BHM Phase I) | |
| | Interface Availability (Pre-Ordering) | OSS-2 | Matched | |
| | Interface Availability (M&R) | OSS-3 | Matched | |
| | Response Interval | OSS-4 | Matched | |
| | Loop Makeup-Response Time-Manual | PO-1 | Not Started | will not convert to PMAP |
| | Loop Makeup-Response Time-Electronic | PO-2 | Not Started | will not convert to PMAP |
| Ordering | Acknowledgement Message Timeliness | O-1 | Non Matched | Draft Exception, Issue sent 11/7 |
| | Acknowledgement Message Completeness | O-2 | Non Matched | Draft Exception 181 |
| | Percent Flow-Through Service Requests-Summary | O-3 | Retest | Starting with Aug data - Requested 11/28 |
| | Percent Flow-Through Service Requests-Detail | O-4 | Retest | Starting with Aug data - Requested 11/28 |
| | Flow Through Error Analysis | O-5 | Retest | Starting with Aug data - Requested 11/28 |
| | | | | |
| | CLEC LSR Information | O-6 | LSR Detail | LSR Detail -- Metrics does not get data for this Metric-- OM validates this. There are no calculations involved. |
| | | | | |
| | Percent Rejected Service Requests | O-7 | Non Matched | Retested with Coding changes - Aug data, Issue sent 11/15 |
| | Reject Interval | O-8 | Non Matched | Issue for UNE Other Des sent 11/6 |
| | | | | |
| | Firm Order Confirmation Timeliness | O-9 | Non Matched | Retest - Coding change with Aug data, Issue sent 11/26 |
| | Service Inquiry with LSR FOC Response Time-Manual | O-10 | Not Started | not converting to PMAP |
| | Firm Order Confirmation Timeliness and Reject Response Completeness | O-11 | Non Matched | Requested RDUM instructions for replication 11/6 |
| | Speed of Answer in Ordering Center | O-12 | Matched | June |
| | LNP-Percent Rejected Service Requests | O-13 | Not Started | will not convert to PMAP, waiting for Aug data |

| | | | | |
|---------------------|---|------|---------------------|---|
| | LNP-Reject Interval Distribution & Average Reject Interval | O-14 | Not Started | will not convert to PMAP, waiting for Aug data |
| | LNP-Firm Order Confirmation Timeliness Interval Distribution & Firm Order Confirmation Average Interval | O-15 | Not Started | will not convert to PMAP, waiting for Aug data |
| Provisioning | Mean Held Order Interval & Distribution Intervals | P-1 | Matched | |
| | Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices | P-2 | Retest | Draft Exception, waiting for Dec data |
| | Percent Missed Installation Appointments | P-3 | Matched | |
| | Average Completion Interval (OCI) & Order Completion Interval Distribution | P-4 | Non Matched | Issue sent 11/7 |
| | Average Completion Notice Interval | P-5 | Retest | To be retested pending resolution of Data Integrity Issue |
| | Percent Completions/Attempts without Notice or < 24 Hours Notice | P-6 | Non Matched | Draft Exception |
| | Coordinated Customer Conversions | P-7 | Retest | Draft Exception #180, start with Dec data |
| | Coordinated Customer Conversions-Hot Cut Timeliness Percent within Interval & Average Interval | P-7A | Matched | |
| | Coordinated Customer Conversions-Average Recovery Time | P-7B | Matched | |
| | Hot Cut Conversions-Percent Provisioning Troubles within 7 Days of a Completed Service Order | P-7C | Matched | |
| | Cooperative Acceptance Testing-Percent of xDSL Loops Tested | P-8 | Matched | |
| | Percent Provisioning Troubles within 30 Days of Service Order Completion | P-9 | Retest | Coding changes starting with Oct data |
| | Total Service Order Cycle Time (TSOCT) | P-10 | Matched | |
| | Service Order Accuracy | P-11 | Matched | |
| | LNP-Percent Missed Installation Appointments | P-12 | No Values Published | |
| | LNP-Average Disconnect Timeliness Interval & Disconnect Timeliness Interval Distribution - Louisiana Only | P-13 | No Values Published | |
| | LNP Total Service Order Cycle Time (TSOCT) | P-14 | No Values Published | |
| M&R | Missed Repair Appointments | MR-1 | Retest | Coding changes starting with Nov data |
| | Customer Troubles Report Rate | MR-2 | Retest | Coding changes starting with Nov data |

| | | | | |
|------------------------------------|---|-------|----------------------------|---------------------------------------|
| | Maintenance Average Duration | MR-3 | Retest | Coding changes starting with Nov data |
| | Percent Repeat Troubles within 30 Days | MR-4 | Retest | Coding changes starting with Nov data |
| | Out of Service (OSS) > 24 Hours | MR-5 | Retest | Coding changes starting with Nov data |
| | Average Answer Time-Repair Centers | MR-6 | Matched | |
| | Mean Time to Notify CLEC of Network Outages | MR-7 | Matched | |
| | Invoice Accuracy | B-1 | BLS Phase II (BHM Phase I) | |
| | Mean Time to Deliver Invoices | B-2 | BLS Phase II (BHM Phase I) | |
| Billing | Usage Data Delivery Accuracy | B-3 | BLS Phase II (BHM Phase I) | |
| | Usage Data Delivery Completeness | B-4 | BLS Phase II (BHM Phase I) | |
| | Usage Data Delivery Timeliness | B-5 | BLS Phase II (BHM Phase I) | |
| | Mean Time to Deliver Usage | B-6 | BLS Phase II (BHM Phase I) | |
| | Recurring Charge Completeness | B-7 | Matched | BLS needed to resend file |
| | Non-Recurring Charge Completeness | B-8 | Matched | BLS needed to resend file |
| | Speed to Answer Performance/Average Speed to Answer-Toll | OS-1 | BLS Phase II (BHM Phase I) | |
| OS/DA | Speed to Answer Performance/Percent Answered with "X" Seconds -Toll | OS-2 | BLS Phase II (BHM Phase I) | |
| | Speed to Answer Performance/Average Speed to Answer-DA | OS-3 | BLS Phase II (BHM Phase I) | |
| | Speed to Answer Performance/Percent Answered with "X" Seconds -DA | OS-4 | BLS Phase II (BHM Phase I) | |
| | Average Database Update Interval | D-1 | Matched | |
| Database Update Information | Percent Database Update Accuracy | D-2 | Matched | |
| | Percent NXXs & LRNs Loaded by the LERG Effective Date | D-3 | Matched | |
| | Timeliness | E-1 | BLS Phase II (BHM Phase I) | |
| E911 | Accuracy | E-2 | BLS Phase II (BHM Phase I) | |
| | Mean Interval | E-3 | BLS Phase II (BHM Phase I) | |
| TGP | Trunk Group Performance | TGP-1 | Non Matched | |

| | | | | |
|---|--|-------|---------|--|
| Collocation | Collocation Average Response Time | C-1 | Matched | |
| | Collocation Average Arrangement Time | C-2 | Matched | |
| | Collocation Percent of Due Missed Dates | C-3 | Matched | |
| Change Management | Timeliness of Change Management Notices | CM-1 | Matched | |
| | | | Matched | |
| | Change Management Notice Average Delay Days | CM-2 | | |
| | Time of Documents Associated with Change | CM-3 | Matched | |
| | Change Management Documentation Average Delay Days | CM-4 | Matched | |
| Bona Fide/New Business Request Process | Notification of CLEC Interface Outages | CM-5 | Matched | |
| | Percentage of BFR/NBR Requests Processed within 30 Business Days | BFR-1 | Matched | |
| | Percentage of Quotes Provided for Authorized BFR/NBR Requests Processed within X(10/30/60) Business Days | BFR-2 | Matched | |

Summary:

| Status | Month I | Month I Comments | Month II | Month II Comments |
|-----------------------------------|---------|------------------------|----------|-------------------|
| BLS Phase II (BHM Phase I) | 14 | Completed in 2000 | 14 | Completed in 2000 |
| Not Started | 6 | | 25 | |
| Matched | 29 | | 27 | |
| No Values Published | 3 | | 3 | |
| Non Matched | 9 | | 4 | |
| Retest | 12 | Move to new month | 0 | |
| CLEC LSR Detail Report | 1 | No values to calculate | 1 | |
| Total Metrics | 74 | | 74 | |

| Status - Month II | Comments - Month II | Status - Month III | Comments - Month III |
|----------------------------|---------------------|----------------------------|------------------------------|
| BLS Phase II (BHM Phase I) | | BLS Phase II (BHM Phase I) | |
| Matched | | Matched | |
| Matched | | Matched | |
| Matched | | Matched | |
| Not Started | | Not Started | |
| Not Started | | Not Started | |
| Not Started | | Not Started | |
| Non Matched | | Not Started | |
| Not Started | | Not Started | |
| Not Started | | Not Started | |
| Not Started | | Not Started | |
| LSR Detail | | LSR Detail | |
| Not Started | | Not Started | |
| Not Started | | Not Started | |
| Not Started | | Not Started | |
| Not Started | | Not Started | |
| Not Started | | Not Started | |
| Matched | July | Non Matched | Issue sent on 10/31 for Aug. |
| Not Started | | Not Started | |

| | | | |
|---------------------|-------------------------------------|---------------------|-------------------|
| Not Started | | Not Started | |
| Not Started | | Not Started | |
| Matched | | Matched | |
| Not Started | | Not Started | |
| Matched | | Non Matched | Issue sent 10/12 |
| Not Started | | Not Started | |
| Not Started | | Not Started | |
| Not Started | | Not Started | |
| Not Started | | Not Started | |
| Matched | | Matched | |
| Matched | | Matched | |
| Non Matched | Draft Exception - RDUM instructions | Not Started | |
| Matched | | Matched | |
| Not Started | | Not Started | |
| Matched | | Non Matched | still in progress |
| Matched | | Matched | |
| No Values Published | | No Values Published | |
| No Values Published | | No Values Published | |
| No Values Published | | No Values Published | |
| Not Started | | Not Started | |
| Not Started | | Not Started | |

| | | | |
|----------------------------|---|----------------------------|------------------------------|
| Not Started | | Not Started | |
| Not Started | | Not Started | |
| Not Started | | Not Started | |
| Non Matched | Issue sent 10/31, Draft Exception 129 from Phase I | Non Matched | Issue sent on 10/31 for Aug. |
| Matched | | Matched | |
| BLS Phase II (BHM Phase I) | | BLS Phase II (BHM Phase I) | |
| BLS Phase II (BHM Phase I) | | BLS Phase II (BHM Phase I) | |
| BLS Phase II (BHM Phase I) | | BLS Phase II (BHM Phase I) | |
| BLS Phase II (BHM Phase I) | | BLS Phase II (BHM Phase I) | |
| BLS Phase II (BHM Phase I) | | BLS Phase II (BHM Phase I) | |
| BLS Phase II (BHM Phase I) | | BLS Phase II (BHM Phase I) | |
| BLS Phase II (BHM Phase I) | | BLS Phase II (BHM Phase I) | |
| Matched | BLS needed to resend file | Not Started | with October data |
| Matched | BLS needed to resend file | Not Started | with October data |
| BLS Phase II (BHM Phase I) | | BLS Phase II (BHM Phase I) | |
| BLS Phase II (BHM Phase I) | | BLS Phase II (BHM Phase I) | |
| BLS Phase II (BHM Phase I) | | BLS Phase II (BHM Phase I) | |
| BLS Phase II (BHM Phase I) | | BLS Phase II (BHM Phase I) | |
| Matched | | Matched | |
| Matched | | Matched | |
| Matched | | Matched | |
| BLS Phase II (BHM Phase I) | | BLS Phase II (BHM Phase I) | |
| BLS Phase II (BHM Phase I) | | BLS Phase II (BHM Phase I) | |
| BLS Phase II (BHM Phase I) | | BLS Phase II (BHM Phase I) | |
| Non Matched | | Non Matched | |

| | | | |
|---------|--|---------|--|
| Matched | | Matched | |
| Matched | | Matched | |
| Matched | | Matched | |
| Matched | | Matched | |
| Matched | | Matched | |
| Matched | | Matched | |
| Matched | | Matched | |
| Matched | | Matched | |
| Matched | | Matched | |
| Matched | | Matched | |

| Month III | Month III Comments |
|-----------|--------------------|
| 14 | Completed in 2000 |
| 29 | |
| 22 | |
| 3 | |
| 5 | |
| 0 | |
| 1 | |
| 74 | |

| NO. | INDEX | DOMAIN | DESCRIPTION | DATA SOURCE | STATUS |
|-----|---------|----------|---|-------------|-------------|
| 1 | A.1.1.1 | ORDERING | % Rejected Service Requests - Mechanized/Residence/Electronic/State | DDS | In Progress |
| 2 | A.1.1.2 | ORDERING | % Rejected Service Requests - Mechanized/Business/Electronic/State | DDS | In Progress |
| 3 | A.1.1.3 | ORDERING | % Rejected Service Requests - Mechanized/Design (Specials)/Electronic/State | DDS | In Progress |
| 4 | A.1.1.4 | ORDERING | % Rejected Service Requests - Mechanized/PBX/Electronic/State | DDS | In Progress |
| 5 | A.1.1.5 | ORDERING | % Rejected Service Requests - Mechanized/Centrex/Electronic/State | DDS | In Progress |
| 6 | A.1.1.6 | ORDERING | % Rejected Service Requests - Mechanized/ISDN/Electronic/State | DDS | In Progress |
| 7 | A.1.2.1 | ORDERING | % Rejected Service Requests - Partially Mechanized/Residence/Partial Electronic/State | DDS | In Progress |
| 8 | A.1.2.2 | ORDERING | % Rejected Service Requests - Partially Mechanized/Business/Partial Electronic/State | DDS | In Progress |
| 9 | A.1.2.3 | ORDERING | % Rejected Service Requests - Partially Mechanized/Design (Specials)/Partial Electronic/State | DDS | In Progress |
| 10 | A.1.2.4 | ORDERING | % Rejected Service Requests - Partially Mechanized/PBX/Partial Electronic/State | DDS | In Progress |
| 11 | A.1.2.5 | ORDERING | % Rejected Service Requests - Partially Mechanized/Centrex/Partial Electronic/State | DDS | In Progress |
| 12 | A.1.2.6 | ORDERING | % Rejected Service Requests - Partially Mechanized/ISDN/Partial Electronic/State | DDS | In Progress |
| 13 | A.1.3.1 | ORDERING | % Rejected Service Requests - Non-Mechanized/Residence/Manual/State | DDS | In Progress |
| 14 | A.1.3.2 | ORDERING | % Rejected Service Requests - Non-Mechanized/Business/Manual/State | DDS | In Progress |
| 15 | A.1.3.3 | ORDERING | % Rejected Service Requests - Non-Mechanized/Design (Specials)/Manual/State | DDS | In Progress |
| 16 | A.1.3.4 | ORDERING | % Rejected Service Requests - Non-Mechanized/PBX/Manual/State | DDS | In Progress |
| 17 | A.1.3.5 | ORDERING | % Rejected Service Requests - Non-Mechanized/Centrex/Manual/State | DDS | In Progress |
| 18 | A.1.3.6 | ORDERING | % Rejected Service Requests - Non-Mechanized/ISDN/Manual/State | DDS | In Progress |
| 19 | A.1.4.1 | ORDERING | Reject Interval - Mechanized/Residence/Electronic/State | DDS | In Progress |
| 20 | A.1.4.2 | ORDERING | Reject Interval - Mechanized/Business/Electronic/State | DDS | In Progress |
| 21 | A.1.4.3 | ORDERING | Reject Interval - Mechanized/Design (Specials)/Electronic/State | DDS | In Progress |
| 22 | A.1.4.4 | ORDERING | Reject Interval - Mechanized/PBX/Electronic/State | DDS | In Progress |
| 23 | A.1.4.5 | ORDERING | Reject Interval - Mechanized/Centrex/Electronic/State | DDS | In Progress |
| 24 | A.1.4.6 | ORDERING | Reject Interval - Mechanized/ISDN/Electronic/State | DDS | In Progress |
| 25 | A.1.5.1 | ORDERING | Reject Interval - Partially Mechanized - 24 hours/Residence/Partial Electronic/State | DDS | Retired |
| 26 | A.1.5.2 | ORDERING | Reject Interval - Partially Mechanized - 24 hours/Business/Partial Electronic/State | DDS | Retired |
| 27 | A.1.5.3 | ORDERING | Reject Interval - Partially Mechanized - 24 hours/Design (Specials)/Partial Electronic/State | DDS | Retired |
| 28 | A.1.5.4 | ORDERING | Reject Interval - Partially Mechanized - 24 hours/PBX/Partial Electronic/State | BARNEY | Retired |
| 29 | A.1.5.5 | ORDERING | Reject Interval - Partially Mechanized - 24 hours/Centrex/Partial Electronic/State | BARNEY | Retired |
| 30 | A.1.5.6 | ORDERING | Reject Interval - Partially Mechanized - 24 hours/ISDN/Partial Electronic/State | BARNEY | Retired |
| 31 | A.1.6.1 | ORDERING | Reject Interval - Partially Mechanized - 18 hours/Residence/State | DDS | Retired |
| 32 | A.1.6.2 | ORDERING | Reject Interval - Partially Mechanized - 18 hours/Business/State | DDS | Retired |
| 33 | A.1.6.3 | ORDERING | Reject Interval - Partially Mechanized - 18 hours/Design (Specials)/State | DDS | Retired |
| 34 | A.1.6.4 | ORDERING | Reject Interval - Partially Mechanized - 18 hours/PBX/State | DDS | Retired |
| 35 | A.1.6.5 | ORDERING | Reject Interval - Partially Mechanized - 18 hours/Centrex/State | DDS | Retired |
| 36 | A.1.6.6 | ORDERING | Reject Interval - Partially Mechanized - 18 hours/ISDN/State | DDS | Retired |
| 37 | A.1.7.1 | ORDERING | Reject Interval - Partially Mechanized - 10 hours/Residence/State | DDS | In Progress |
| 38 | A.1.7.2 | ORDERING | Reject Interval - Partially Mechanized - 10 hours/Business/State | DDS | In Progress |
| 39 | A.1.7.3 | ORDERING | Reject Interval - Partially Mechanized - 10 hours/Design (Specials)/State | DDS | In Progress |

| | | | | | |
|----|----------|----------|---|--------|-------------|
| 40 | A.1.7.4 | ORDERING | Reject Interval - Partially Mechanized - 10 hours/PBX/State | DDS | In Progress |
| 41 | A.1.7.5 | ORDERING | Reject Interval - Partially Mechanized - 10 hours/Centrex/State | DDS | In Progress |
| 42 | A.1.7.6 | ORDERING | Reject Interval - Partially Mechanized - 10 hours/ISDN/State | DDS | In Progress |
| 43 | A.1.8.1 | ORDERING | Reject Interval - Non-Mechanized/Residence/Manual/State | DDS | In Progress |
| 44 | A.1.8.2 | ORDERING | Reject Interval - Non-Mechanized/Business/Manual/State | DDS | In Progress |
| 45 | A.1.8.3 | ORDERING | Reject Interval - Non-Mechanized/Design (Specials)/Manual/State | DDS | In Progress |
| 46 | A.1.8.4 | ORDERING | Reject Interval - Non-Mechanized/PBX/Manual/State | DDS | In Progress |
| 47 | A.1.8.5 | ORDERING | Reject Interval - Non-Mechanized/Centrex/Manual/State | DDS | In Progress |
| 48 | A.1.8.6 | ORDERING | Reject Interval - Non-Mechanized/ISDN/Manual/State | DDS | In Progress |
| 49 | A.1.9.1 | ORDERING | FOC Timeliness - Mechanized/Residence/Electronic/State | DDS | Completed |
| 50 | A.1.9.2 | ORDERING | FOC Timeliness - Mechanized/Business/Electronic/State | DDS | Completed |
| 51 | A.1.9.3 | ORDERING | FOC Timeliness - Mechanized/Design (Specials)/Electronic/State | DDS | Completed |
| 52 | A.1.9.4 | ORDERING | FOC Timeliness - Mechanized/PBX/Electronic/State | BARNEY | Completed |
| 53 | A.1.9.5 | ORDERING | FOC Timeliness - Mechanized/Centrex/Electronic/State | BARNEY | Completed |
| 54 | A.1.9.6 | ORDERING | FOC Timeliness - Mechanized/ISDN/Electronic/State | BARNEY | Completed |
| 55 | A.1.10.1 | ORDERING | FOC Timeliness - Partially Mechanized/Residence/Partial Electronic/State | DDS | Retired |
| 56 | A.1.10.2 | ORDERING | FOC Timeliness - Partially Mechanized/Business/Partial Electronic/State | DDS | Retired |
| 57 | A.1.10.3 | ORDERING | FOC Timeliness - Partially Mechanized/Design (Specials)/Partial Electronic/State | DDS | Retired |
| 58 | A.1.10.4 | ORDERING | FOC Timeliness - Partially Mechanized/PBX/Partial Electronic/State | BARNEY | Retired |
| 59 | A.1.10.5 | ORDERING | FOC Timeliness - Partially Mechanized/Centrex/Partial Electronic/State | BARNEY | Retired |
| 60 | A.1.10.6 | ORDERING | FOC Timeliness - Partially Mechanized/ISDN/Partial Electronic/State | BARNEY | Retired |
| 61 | A.1.11.1 | ORDERING | FOC Timeliness - Partially Mechanized - 18 hours/Residence/State | DDS | In Progress |
| 62 | A.1.11.2 | ORDERING | FOC Timeliness - Partially Mechanized - 18 hours/Business/State | DDS | In Progress |
| 63 | A.1.11.3 | ORDERING | FOC Timeliness - Partially Mechanized - 18 hours/Design (Specials)/State | DDS | In Progress |
| 64 | A.1.11.4 | ORDERING | FOC Timeliness - Partially Mechanized - 18 hours/PBX/State | DDS | In Progress |
| 65 | A.1.11.5 | ORDERING | FOC Timeliness - Partially Mechanized - 18 hours/Centrex/State | DDS | In Progress |
| 66 | A.1.11.6 | ORDERING | FOC Timeliness - Partially Mechanized - 18 hours/ISDN/State | DDS | In Progress |
| 67 | A.1.12.1 | ORDERING | FOC Timeliness - Partially Mechanized - 10 hours/Residence/State | DDS | In Progress |
| 68 | A.1.12.2 | ORDERING | FOC Timeliness - Partially Mechanized - 10 hours/Business/State | DDS | In Progress |
| 69 | A.1.12.3 | ORDERING | FOC Timeliness - Partially Mechanized - 10 hours/Design (Specials)/State | DDS | In Progress |
| 70 | A.1.12.4 | ORDERING | FOC Timeliness - Partially Mechanized - 10 hours/PBX/State | DDS | In Progress |
| 71 | A.1.12.5 | ORDERING | FOC Timeliness - Partially Mechanized - 10 hours/Centrex/State | DDS | In Progress |
| 72 | A.1.12.6 | ORDERING | FOC Timeliness - Partially Mechanized - 10 hours/ISDN/State | DDS | In Progress |
| 73 | A.1.13.1 | ORDERING | FOC Timeliness - Non-Mechanized/Residence/Manual/State | DDS | In Progress |
| 74 | A.1.13.2 | ORDERING | FOC Timeliness - Non-Mechanized/Business/Manual/State | DDS | In Progress |
| 75 | A.1.13.3 | ORDERING | FOC Timeliness - Non-Mechanized/Design (Specials)/Manual/State | DDS | In Progress |
| 76 | A.1.13.4 | ORDERING | FOC Timeliness - Non-Mechanized/PBX/Manual/State | DDS | In Progress |
| 77 | A.1.13.5 | ORDERING | FOC Timeliness - Non-Mechanized/Centrex/Manual/State | DDS | In Progress |
| 78 | A.1.13.6 | ORDERING | FOC Timeliness - Non-Mechanized/ISDN/Manual/State | DDS | In Progress |
| 79 | A.1.14.1 | ORDERING | FOC & Reject Response Complete (Expected) - Mechanized/Residence/Electronic/State | DDS | In Progress |
| 80 | A.1.14.2 | ORDERING | FOC & Reject Response Complete (Expected) - Mechanized/Business/Electronic/State | DDS | In Progress |
| 81 | A.1.14.3 | ORDERING | FOC & Reject Response Complete (Expected) - Mechanized/Design (Specials)/Electronic/State | DDS | In Progress |

| | | | | | |
|-----|-------------|--------------|---|-----|-------------|
| 82 | A.1.14.4 | ORDERING | FOC & Reject Response Complete (Expected) - Mechanized/PBX/Electronic/State | DDS | In Progress |
| 83 | A.1.14.5 | ORDERING | FOC & Reject Response Complete (Expected) - Mechanized/Centrex/Electronic/State | DDS | In Progress |
| 84 | A.1.14.6 | ORDERING | FOC & Reject Response Complete (Expected) - Mechanized/ISDN/Electronic/State | DDS | In Progress |
| 85 | A.1.15.1 | ORDERING | FOC & Reject Response Complete (Expected) - Partially Mechanized/Residence/Partial Electronic/State | DDS | In Progress |
| 86 | A.1.15.2 | ORDERING | FOC & Reject Response Complete (Expected) - Partially Mechanized/Business/Partial Electronic/State | DDS | In Progress |
| 87 | A.1.15.3 | ORDERING | FOC & Reject Response Complete (Expected) - Partially Mechanized/Design (Specials)/Partial Electronic/State | DDS | In Progress |
| 88 | A.1.15.4 | ORDERING | FOC & Reject Response Complete (Expected) - Partially Mechanized/PBX/Partial Electronic/State | DDS | In Progress |
| 89 | A.1.15.5 | ORDERING | FOC & Reject Response Complete (Expected) - Partially Mechanized/Centrex/Partial Electronic/State | DDS | In Progress |
| 90 | A.1.15.6 | ORDERING | FOC & Reject Response Complete (Expected) - Partially Mechanized/ISDN/Partial Electronic/State | DDS | In Progress |
| 91 | A.1.16.1 | ORDERING | FOC & Reject Response Complete (Expected) - Non-Mechanized/Residence/Manual/State | DDS | In Progress |
| 92 | A.1.16.2 | ORDERING | FOC & Reject Response Complete (Expected) - Non-Mechanized/Business/Manual/State | DDS | In Progress |
| 93 | A.1.16.3 | ORDERING | FOC & Reject Response Complete (Expected) - Non-Mechanized/Design (Specials)/Manual/State | DDS | In Progress |
| 94 | A.1.16.4 | ORDERING | FOC & Reject Response Complete (Expected) - Non-Mechanized/PBX/Manual/State | DDS | In Progress |
| 95 | A.1.16.5 | ORDERING | FOC & Reject Response Complete (Expected) - Non-Mechanized/Centrex/Manual/State | DDS | In Progress |
| 96 | A.1.16.6 | ORDERING | FOC & Reject Response Complete (Expected) - Non-Mechanized/ISDN/Manual/State | DDS | In Progress |
| 97 | A.1.17.1 | ORDERING | FOC & Reject Response Proper (Not Expected) - Mechanized/Residence/Electronic/State | DDS | In Progress |
| 98 | A.1.17.2 | ORDERING | FOC & Reject Response Proper (Not Expected) - Mechanized/Business/Electronic/State | DDS | In Progress |
| 99 | A.1.17.3 | ORDERING | FOC & Reject Response Proper (Not Expected) - Mechanized/Design (Specials)/Electronic/State | DDS | In Progress |
| 100 | A.1.17.4 | ORDERING | FOC & Reject Response Proper (Not Expected) - Mechanized/PBX/Electronic/State | DDS | In Progress |
| 101 | A.1.17.5 | ORDERING | FOC & Reject Response Proper (Not Expected) - Mechanized/Centrex/Electronic/State | DDS | In Progress |
| 102 | A.1.17.6 | ORDERING | FOC & Reject Response Proper (Not Expected) - Mechanized/ISDN/Electronic/State | DDS | In Progress |
| 103 | A.1.18.1 | ORDERING | FOC & Reject Response Proper (Not Expected) - Partially Mechanized/Residence/Partial Electronic/State | DDS | In Progress |
| 104 | A.1.18.2 | ORDERING | FOC & Reject Response Proper (Not Expected) - Partially Mechanized/Business/Partial Electronic/State | DDS | In Progress |
| 105 | A.1.18.3 | ORDERING | FOC & Reject Response Proper (Not Expected) - Partially Mechanized/Design (Specials)/Partial Electronic/State | DDS | In Progress |
| 106 | A.1.18.4 | ORDERING | FOC & Reject Response Proper (Not Expected) - Partially Mechanized/PBX/Partial Electronic/State | DDS | In Progress |
| 107 | A.1.18.5 | ORDERING | FOC & Reject Response Proper (Not Expected) - Partially Mechanized/Centrex/Partial Electronic/State | DDS | In Progress |
| 108 | A.1.18.6 | ORDERING | FOC & Reject Response Proper (Not Expected) - Partially Mechanized/ISDN/Partial Electronic/State | DDS | In Progress |
| 109 | A.1.19.1 | ORDERING | FOC & Reject Response Proper (Not Expected) - Non-Mechanized/Residence/Manual/State | DDS | In Progress |
| 110 | A.1.19.2 | ORDERING | FOC & Reject Response Proper (Not Expected) - Non-Mechanized/Business/Manual/State | DDS | In Progress |
| 111 | A.1.19.3 | ORDERING | FOC & Reject Response Proper (Not Expected) - Non-Mechanized/Design (Specials)/Manual/State | DDS | In Progress |
| 112 | A.1.19.4 | ORDERING | FOC & Reject Response Proper (Not Expected) - Non-Mechanized/PBX/Manual/State | DDS | In Progress |
| 113 | A.1.19.5 | ORDERING | FOC & Reject Response Proper (Not Expected) - Non-Mechanized/Centrex/Manual/State | DDS | In Progress |
| 114 | A.1.19.6 | ORDERING | FOC & Reject Response Proper (Not Expected) - Non-Mechanized/ISDN/Manual/State | DDS | In Progress |
| 115 | A.2.1.1.1.1 | PROVISIONING | Order Completion Interval/Residence/<10 circuits/Dispatch/State | DDS | Completed |
| 116 | A.2.1.1.1.2 | PROVISIONING | Order Completion Interval/Residence/<10 circuits/Non-Dispatch/State | DDS | Completed |
| 117 | A.2.1.1.2.1 | PROVISIONING | Order Completion Interval/Residence/>=10 circuits/Dispatch/State | DDS | Completed |
| 118 | A.2.1.1.2.2 | PROVISIONING | Order Completion Interval/Residence/>=10 circuits/Non-Dispatch/State | DDS | Completed |
| 119 | A.2.1.2.1.1 | PROVISIONING | Order Completion Interval/Business/<10 circuits/Dispatch/State | DDS | Completed |
| 120 | A.2.1.2.1.2 | PROVISIONING | Order Completion Interval/Business/<10 circuits/Non-Dispatch/State | DDS | Completed |
| 121 | A.2.1.2.2.1 | PROVISIONING | Order Completion Interval/Business/>=10 circuits/Dispatch/State | DDS | Completed |
| 122 | A.2.1.2.2.2 | PROVISIONING | Order Completion Interval/Business/>=10 circuits/Non-Dispatch/State | DDS | Completed |
| 123 | A.2.1.3.1.1 | PROVISIONING | Order Completion Interval/Design (Specials)/<10 circuits/Dispatch/State | DDS | Completed |

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| 124 | A.2.1.3.1.2 | PROVISIONING | Order Completion Interval/Design (Specials)/<10 circuits/Non-Dispatch/State | DDS | Completed |
| 125 | A.2.1.3.2.1 | PROVISIONING | Order Completion Interval/Design (Specials)/>=10 circuits/Dispatch/State | DDS | Completed |
| 126 | A.2.1.3.2.2 | PROVISIONING | Order Completion Interval/Design (Specials)/>=10 circuits/Non-Dispatch/State | DDS | Completed |
| 127 | A.2.1.4.1.1 | PROVISIONING | Order Completion Interval/PBX/<10 circuits/Dispatch/State | DDS | Completed |
| 128 | A.2.1.4.1.2 | PROVISIONING | Order Completion Interval/PBX/<10 circuits/Non-Dispatch/State | DDS | Completed |
| 129 | A.2.1.4.2.1 | PROVISIONING | Order Completion Interval/PBX/>=10 circuits/Dispatch/State | DDS | Completed |
| 130 | A.2.1.4.2.2 | PROVISIONING | Order Completion Interval/PBX/>=10 circuits/Non-Dispatch/State | DDS | Completed |
| 131 | A.2.1.5.1.1 | PROVISIONING | Order Completion Interval/Centrex/<10 circuits/Dispatch/State | DDS | Completed |
| 132 | A.2.1.5.1.2 | PROVISIONING | Order Completion Interval/Centrex/<10 circuits/Non-Dispatch/State | DDS | Completed |
| 133 | A.2.1.5.2.1 | PROVISIONING | Order Completion Interval/Centrex/>=10 circuits/Dispatch/State | DDS | Completed |
| 134 | A.2.1.5.2.2 | PROVISIONING | Order Completion Interval/Centrex/>=10 circuits/Non-Dispatch/State | DDS | Completed |
| 135 | A.2.1.6.1.1 | PROVISIONING | Order Completion Interval/ISDN/<10 circuits/Dispatch/State | DDS | Completed |
| 136 | A.2.1.6.1.2 | PROVISIONING | Order Completion Interval/ISDN/<10 circuits/Non-Dispatch/State | DDS | Completed |
| 137 | A.2.1.6.2.1 | PROVISIONING | Order Completion Interval/ISDN/>=10 circuits/Dispatch/State | DDS | Completed |
| 138 | A.2.1.6.2.2 | PROVISIONING | Order Completion Interval/ISDN/>=10 circuits/Non-Dispatch/State | DDS | Completed |
| 139 | A.2.2.1.1.1.1 | PROVISIONING | Held Orders/Residence/<10 circuits/Facility/State | DDS | Completed |
| 140 | A.2.2.1.1.2.1 | PROVISIONING | Held Orders/Residence/<10 circuits/Equipment/State | DDS | Completed |
| 141 | A.2.2.1.1.3.1 | PROVISIONING | Held Orders/Residence/<10 circuits/Other/State | DDS | Completed |
| 142 | A.2.2.1.2.1.1 | PROVISIONING | Held Orders/Residence/>=10 circuits/Facility/State | DDS | Completed |
| 143 | A.2.2.1.2.2.1 | PROVISIONING | Held Orders/Residence/>=10 circuits/Equipment/State | DDS | Completed |
| 144 | A.2.2.1.2.3.1 | PROVISIONING | Held Orders/Residence/>=10 circuits/Other/State | DDS | Completed |
| 145 | A.2.2.2.1.1.1 | PROVISIONING | Held Orders/Business/<10 circuits/Facility/State | DDS | Completed |
| 146 | A.2.2.2.1.2.1 | PROVISIONING | Held Orders/Business/<10 circuits/Equipment/State | DDS | Completed |
| 147 | A.2.2.2.1.3.1 | PROVISIONING | Held Orders/Business/<10 circuits/Other/State | DDS | Completed |
| 148 | A.2.2.2.2.1.1 | PROVISIONING | Held Orders/Business/>=10 circuits/Facility/State | DDS | Completed |
| 149 | A.2.2.2.2.2.1 | PROVISIONING | Held Orders/Business/>=10 circuits/Equipment/State | DDS | Completed |
| 150 | A.2.2.2.2.3.1 | PROVISIONING | Held Orders/Business/>=10 circuits/Other/State | DDS | Completed |
| 151 | A.2.2.3.1.1.1 | PROVISIONING | Held Orders/Design (Specials)/<10 circuits/Facility/State | DDS | Completed |
| 152 | A.2.2.3.1.2.1 | PROVISIONING | Held Orders/Design (Specials)/<10 circuits/Equipment/State | DDS | Completed |
| 153 | A.2.2.3.1.3.1 | PROVISIONING | Held Orders/Design (Specials)/<10 circuits/Other/State | DDS | Completed |
| 154 | A.2.2.3.2.1.1 | PROVISIONING | Held Orders/Design (Specials)/>=10 circuits/Facility/State | DDS | Completed |
| 155 | A.2.2.3.2.2.1 | PROVISIONING | Held Orders/Design (Specials)/>=10 circuits/Equipment/State | DDS | Completed |
| 156 | A.2.2.3.2.3.1 | PROVISIONING | Held Orders/Design (Specials)/>=10 circuits/Other/State | DDS | Completed |
| 157 | A.2.2.4.1.1.1 | PROVISIONING | Held Orders/PBX/<10 circuits/Facility/State | DDS | Completed |
| 158 | A.2.2.4.1.2.1 | PROVISIONING | Held Orders/PBX/<10 circuits/Equipment/State | DDS | Completed |
| 159 | A.2.2.4.1.3.1 | PROVISIONING | Held Orders/PBX/<10 circuits/Other/State | DDS | Completed |
| 160 | A.2.2.4.2.1.1 | PROVISIONING | Held Orders/PBX/>=10 circuits/Facility/State | DDS | Completed |
| 161 | A.2.2.4.2.2.1 | PROVISIONING | Held Orders/PBX/>=10 circuits/Equipment/State | DDS | Completed |
| 162 | A.2.2.4.2.3.1 | PROVISIONING | Held Orders/PBX/>=10 circuits/Other/State | DDS | Completed |
| 163 | A.2.2.5.1.1.1 | PROVISIONING | Held Orders/Centrex/<10 circuits/Facility/State | DDS | Completed |
| 164 | A.2.2.5.1.2.1 | PROVISIONING | Held Orders/Centrex/<10 circuits/Equipment/State | DDS | Completed |
| 165 | A.2.2.5.1.3.1 | PROVISIONING | Held Orders/Centrex/<10 circuits/Other/State | DDS | Completed |

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| 166 | A.2.2.5.2.1.1 | PROVISIONING | Held Orders/Centrex/>=10 circuits/Facility/State | DDS | Completed |
| 167 | A.2.2.5.2.2.1 | PROVISIONING | Held Orders/Centrex/>=10 circuits/Equipment/State | DDS | Completed |
| 168 | A.2.2.5.2.3.1 | PROVISIONING | Held Orders/Centrex/>=10 circuits/Other/State | DDS | Completed |
| 169 | A.2.2.6.1.1.1 | PROVISIONING | Held Orders/ISDN/<10 circuits/Facility/State | DDS | Completed |
| 170 | A.2.2.6.1.2.1 | PROVISIONING | Held Orders/ISDN/<10 circuits/Equipment/State | DDS | Completed |
| 171 | A.2.2.6.1.3.1 | PROVISIONING | Held Orders/ISDN/<10 circuits/Other/State | DDS | Completed |
| 172 | A.2.2.6.2.1.1 | PROVISIONING | Held Orders/ISDN/>=10 circuits/Facility/State | DDS | Completed |
| 173 | A.2.2.6.2.2.1 | PROVISIONING | Held Orders/ISDN/>=10 circuits/Equipment/State | DDS | Completed |
| 174 | A.2.2.6.2.3.1 | PROVISIONING | Held Orders/ISDN/>=10 circuits/Other/State | DDS | Completed |
| 175 | A.2.3.1.1 | PROVISIONING | % Jeopardies/Residence/State | DDS | Retired |
| 176 | A.2.3.2.1 | PROVISIONING | % Jeopardies/Business/State | DDS | Retired |
| 177 | A.2.3.3.1 | PROVISIONING | % Jeopardies/Design (Specials)/State | DDS | Retired |
| 178 | A.2.3.4.1 | PROVISIONING | % Jeopardies/PBX/State | DDS | Retired |
| 179 | A.2.3.5.1 | PROVISIONING | % Jeopardies/Centrex/State | DDS | Retired |
| 180 | A.2.3.6.1 | PROVISIONING | % Jeopardies/ISDN/State | DDS | Retired |
| 181 | A.2.4.1.1 | PROVISIONING | % Jeopardies - Mechanized/Residence/Electronic/State | DDS | In Progress |
| 182 | A.2.4.2.1 | PROVISIONING | % Jeopardies - Mechanized/Business/Electronic/State | DDS | In Progress |
| 183 | A.2.4.3.1 | PROVISIONING | % Jeopardies - Mechanized/Design (Specials)/Electronic/State | DDS | In Progress |
| 184 | A.2.4.4.1 | PROVISIONING | % Jeopardies - Mechanized/PBX/Electronic/State | DDS | In Progress |
| 185 | A.2.4.5.1 | PROVISIONING | % Jeopardies - Mechanized/Centrex/Electronic/State | DDS | In Progress |
| 186 | A.2.4.6.1 | PROVISIONING | % Jeopardies - Mechanized/ISDN/Electronic/State | DDS | In Progress |
| 187 | A.2.5.1.1 | PROVISIONING | % Jeopardies - Non-Mechanized/Residence/Manual/State | DDS | In Progress |
| 188 | A.2.5.2.1 | PROVISIONING | % Jeopardies - Non-Mechanized/Business/Manual/State | DDS | In Progress |
| 189 | A.2.5.3.1 | PROVISIONING | % Jeopardies - Non-Mechanized/Design (Specials)/Manual/State | DDS | In Progress |
| 190 | A.2.5.4.1 | PROVISIONING | % Jeopardies - Non-Mechanized/PBX/Manual/State | DDS | In Progress |
| 191 | A.2.5.5.1 | PROVISIONING | % Jeopardies - Non-Mechanized/Centrex/Manual/State | DDS | In Progress |
| 192 | A.2.5.6.1 | PROVISIONING | % Jeopardies - Non-Mechanized/ISDN/Manual/State | DDS | In Progress |
| 193 | A.2.6.1.1 | PROVISIONING | Average Jeopardy Notice Interval/Residence/State | DDS | Retired |
| 194 | A.2.6.2.1 | PROVISIONING | Average Jeopardy Notice Interval/Business/State | DDS | Retired |
| 195 | A.2.6.3.1 | PROVISIONING | Average Jeopardy Notice Interval/Design (Specials)/State | DDS | Retired |
| 196 | A.2.6.4.1 | PROVISIONING | Average Jeopardy Notice Interval/PBX/State | DDS | Retired |
| 197 | A.2.6.5.1 | PROVISIONING | Average Jeopardy Notice Interval/Centrex/State | DDS | Retired |
| 198 | A.2.6.6.1 | PROVISIONING | Average Jeopardy Notice Interval/ISDN/State | DDS | Retired |
| 199 | A.2.7.1.1 | PROVISIONING | Average Jeopardy Notice Interval - Mechanized/Residence/Electronic/State | DDS | In Progress |
| 200 | A.2.7.2.1 | PROVISIONING | Average Jeopardy Notice Interval - Mechanized/Business/Electronic/State | DDS | In Progress |
| 201 | A.2.7.3.1 | PROVISIONING | Average Jeopardy Notice Interval - Mechanized/Design (Specials)/Electronic/State | DDS | In Progress |
| 202 | A.2.7.4.1 | PROVISIONING | Average Jeopardy Notice Interval - Mechanized/PBX/Electronic/State | DDS | In Progress |
| 203 | A.2.7.5.1 | PROVISIONING | Average Jeopardy Notice Interval - Mechanized/Centrex/Electronic/State | DDS | In Progress |
| 204 | A.2.7.6.1 | PROVISIONING | Average Jeopardy Notice Interval - Mechanized/ISDN/Electronic/State | DDS | In Progress |
| 205 | A.2.8.1.1 | PROVISIONING | Average Jeopardy Notice Interval - Non-Mechanized/Residence/Manual/State | DDS | In Progress |
| 206 | A.2.8.2.1 | PROVISIONING | Average Jeopardy Notice Interval - Non-Mechanized/Business/Manual/State | DDS | In Progress |
| 207 | A.2.8.3.1 | PROVISIONING | Average Jeopardy Notice Interval - Non-Mechanized/Design (Specials)/Manual/State | DDS | In Progress |

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| 208 | A.2.8.4.1 | PROVISIONING | Average Jeopardy Notice Interval - Non-Mechanized/PBX/Manual/State | DDS | In Progress |
| 209 | A.2.8.5.1 | PROVISIONING | Average Jeopardy Notice Interval - Non-Mechanized/Centrex/Manual/State | DDS | In Progress |
| 210 | A.2.8.6.1 | PROVISIONING | Average Jeopardy Notice Interval - Non-Mechanized/ISDN/Manual/State | DDS | In Progress |
| 211 | A.2.9.1.1 | PROVISIONING | % Jeopardy Notice within 48 hours - Mechanized/Residence/Electronic/State | DDS | In Progress |
| 212 | A.2.9.2.1 | PROVISIONING | % Jeopardy Notice within 48 hours - Mechanized/Business/Electronic/State | DDS | In Progress |
| 213 | A.2.9.3.1 | PROVISIONING | % Jeopardy Notice within 48 hours - Mechanized/Design (Specials)/Electronic/State | DDS | In Progress |
| 214 | A.2.9.4.1 | PROVISIONING | % Jeopardy Notice within 48 hours - Mechanized/PBX/Electronic/State | DDS | In Progress |
| 215 | A.2.9.5.1 | PROVISIONING | % Jeopardy Notice within 48 hours - Mechanized/Centrex/Electronic/State | DDS | In Progress |
| 216 | A.2.9.6.1 | PROVISIONING | % Jeopardy Notice within 48 hours - Mechanized/ISDN/Electronic/State | DDS | In Progress |
| 217 | A.2.10.1.1 | PROVISIONING | % Jeopardy Notice within 48 hours - Non-Mechanized/Residence/Manual/State | DDS | In Progress |
| 218 | A.2.10.2.1 | PROVISIONING | % Jeopardy Notice within 48 hours - Non-Mechanized/Business/Manual/State | DDS | In Progress |
| 219 | A.2.10.3.1 | PROVISIONING | % Jeopardy Notice within 48 hours - Non-Mechanized/Design (Specials)/Manual/State | DDS | In Progress |
| 220 | A.2.10.4.1 | PROVISIONING | % Jeopardy Notice within 48 hours - Non-Mechanized/PBX/Manual/State | DDS | In Progress |
| 221 | A.2.10.5.1 | PROVISIONING | % Jeopardy Notice within 48 hours - Non-Mechanized/Centrex/Manual/State | DDS | In Progress |
| 222 | A.2.10.6.1 | PROVISIONING | % Jeopardy Notice within 48 hours - Non-Mechanized/ISDN/Manual/State | DDS | In Progress |
| 223 | A.2.11.1.1.1.1 | PROVISIONING | % Missed Installation Appointments/Residence/<10 circuits/Dispatch/State | DDS | Completed |
| 224 | A.2.11.1.1.2.1 | PROVISIONING | % Missed Installation Appointments/Residence/<10 circuits/Non-Dispatch/State | DDS | Completed |
| 225 | A.2.11.1.2.1.1 | PROVISIONING | % Missed Installation Appointments/Residence/>=10 circuits/Dispatch/State | DDS | Completed |
| 226 | A.2.11.1.2.2.1 | PROVISIONING | % Missed Installation Appointments/Residence/>=10 circuits/Non-Dispatch/State | DDS | Completed |
| 227 | A.2.11.2.1.1.1 | PROVISIONING | % Missed Installation Appointments/Business/<10 circuits/Dispatch/State | DDS | Completed |
| 228 | A.2.11.2.1.2.1 | PROVISIONING | % Missed Installation Appointments/Business/<10 circuits/Non-Dispatch/State | DDS | Completed |
| 229 | A.2.11.2.2.1.1 | PROVISIONING | % Missed Installation Appointments/Business/>=10 circuits/Dispatch/State | DDS | Completed |
| 230 | A.2.11.2.2.2.1 | PROVISIONING | % Missed Installation Appointments/Business/>=10 circuits/Non-Dispatch/State | DDS | Completed |
| 231 | A.2.11.3.1.1.1 | PROVISIONING | % Missed Installation Appointments/Design (Specials)/<10 circuits/Dispatch/State | DDS | Completed |
| 232 | A.2.11.3.1.2.1 | PROVISIONING | % Missed Installation Appointments/Design (Specials)/<10 circuits/Non-Dispatch/State | DDS | Completed |
| 233 | A.2.11.3.2.1.1 | PROVISIONING | % Missed Installation Appointments/Design (Specials)/>=10 circuits/Dispatch/State | DDS | Completed |
| 234 | A.2.11.3.2.2.1 | PROVISIONING | % Missed Installation Appointments/Design (Specials)/>=10 circuits/Non-Dispatch/State | DDS | Completed |
| 235 | A.2.11.4.1.1.1 | PROVISIONING | % Missed Installation Appointments/PBX/<10 circuits/Dispatch/State | DDS | Completed |
| 236 | A.2.11.4.1.2.1 | PROVISIONING | % Missed Installation Appointments/PBX/<10 circuits/Non-Dispatch/State | DDS | Completed |
| 237 | A.2.11.4.2.1.1 | PROVISIONING | % Missed Installation Appointments/PBX/>=10 circuits/Dispatch/State | DDS | Completed |
| 238 | A.2.11.4.2.2.1 | PROVISIONING | % Missed Installation Appointments/PBX/>=10 circuits/Non-Dispatch/State | DDS | Completed |
| 239 | A.2.11.5.1.1.1 | PROVISIONING | % Missed Installation Appointments/Centrex/<10 circuits/Dispatch/State | DDS | Completed |
| 240 | A.2.11.5.1.2.1 | PROVISIONING | % Missed Installation Appointments/Centrex/<10 circuits/Non-Dispatch/State | DDS | Completed |
| 241 | A.2.11.5.2.1.1 | PROVISIONING | % Missed Installation Appointments/Centrex/>=10 circuits/Dispatch/State | DDS | Completed |
| 242 | A.2.11.5.2.2.1 | PROVISIONING | % Missed Installation Appointments/Centrex/>=10 circuits/Non-Dispatch/State | DDS | Completed |
| 243 | A.2.11.6.1.1.1 | PROVISIONING | % Missed Installation Appointments/ISDN/<10 circuits/Dispatch/State | DDS | Completed |
| 244 | A.2.11.6.1.2.1 | PROVISIONING | % Missed Installation Appointments/ISDN/<10 circuits/Non-Dispatch/State | DDS | Completed |
| 245 | A.2.11.6.2.1.1 | PROVISIONING | % Missed Installation Appointments/ISDN/>=10 circuits/Dispatch/State | DDS | Completed |
| 246 | A.2.11.6.2.2.1 | PROVISIONING | % Missed Installation Appointments/ISDN/>=10 circuits/Non-Dispatch/State | DDS | Completed |
| 247 | A.2.12.1.1.1.1 | PROVISIONING | % Provisioning Troubles within 30 Days/Residence/<10 circuits/Dispatch/State | DDS | In Progress |
| 248 | A.2.12.1.1.2.1 | PROVISIONING | % Provisioning Troubles within 30 Days/Residence/<10 circuits/Non-Dispatch/State | DDS | In Progress |
| 249 | A.2.12.1.2.1.1 | PROVISIONING | % Provisioning Troubles within 30 Days/Residence/>=10 circuits/Dispatch/State | DDS | In Progress |

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| 250 | A.2.12.1.2.2.1 | PROVISIONING | % Provisioning Troubles within 30 Days/Residence/>=10 circuits/Non-Dispatch/State | DDS | In Progress |
| 251 | A.2.12.2.1.1.1 | PROVISIONING | % Provisioning Troubles within 30 Days/Business/<10 circuits/Dispatch/State | DDS | In Progress |
| 252 | A.2.12.2.1.2.1 | PROVISIONING | % Provisioning Troubles within 30 Days/Business/<10 circuits/Non-Dispatch/State | DDS | In Progress |
| 253 | A.2.12.2.2.1.1 | PROVISIONING | % Provisioning Troubles within 30 Days/Business/>=10 circuits/Dispatch/State | DDS | In Progress |
| 254 | A.2.12.2.2.2.1 | PROVISIONING | % Provisioning Troubles within 30 Days/Business/>=10 circuits/Non-Dispatch/State | DDS | In Progress |
| 255 | A.2.12.3.1.1.1 | PROVISIONING | % Provisioning Troubles within 30 Days/Design (Specials)/<10 circuits/Dispatch/State | DDS | In Progress |
| 256 | A.2.12.3.1.2.1 | PROVISIONING | % Provisioning Troubles within 30 Days/Design (Specials)/<10 circuits/Non-Dispatch/State | DDS | In Progress |
| 257 | A.2.12.3.2.1.1 | PROVISIONING | % Provisioning Troubles within 30 Days/Design (Specials)/>=10 circuits/Dispatch/State | DDS | In Progress |
| 258 | A.2.12.3.2.2.1 | PROVISIONING | % Provisioning Troubles within 30 Days/Design (Specials)/>=10 circuits/Non-Dispatch/State | DDS | In Progress |
| 259 | A.2.12.4.1.1.1 | PROVISIONING | % Provisioning Troubles within 30 Days/PBX/<10 circuits/Dispatch/State | DDS | In Progress |
| 260 | A.2.12.4.1.2.1 | PROVISIONING | % Provisioning Troubles within 30 Days/PBX/<10 circuits/Non-Dispatch/State | DDS | In Progress |
| 261 | A.2.12.4.2.1.1 | PROVISIONING | % Provisioning Troubles within 30 Days/PBX/>=10 circuits/Dispatch/State | DDS | In Progress |
| 262 | A.2.12.4.2.2.1 | PROVISIONING | % Provisioning Troubles within 30 Days/PBX/>=10 circuits/Non-Dispatch/State | DDS | In Progress |
| 263 | A.2.12.5.1.1.1 | PROVISIONING | % Provisioning Troubles within 30 Days/Centrex/<10 circuits/Dispatch/State | DDS | In Progress |
| 264 | A.2.12.5.1.2.1 | PROVISIONING | % Provisioning Troubles within 30 Days/Centrex/<10 circuits/Non-Dispatch/State | DDS | In Progress |
| 265 | A.2.12.5.2.1.1 | PROVISIONING | % Provisioning Troubles within 30 Days/Centrex/>=10 circuits/Dispatch/State | DDS | In Progress |
| 266 | A.2.12.5.2.2.1 | PROVISIONING | % Provisioning Troubles within 30 Days/Centrex/>=10 circuits/Non-Dispatch/State | DDS | In Progress |
| 267 | A.2.12.6.1.1.1 | PROVISIONING | % Provisioning Troubles within 30 Days/ISDN/<10 circuits/Dispatch/State | DDS | In Progress |
| 268 | A.2.12.6.1.2.1 | PROVISIONING | % Provisioning Troubles within 30 Days/ISDN/<10 circuits/Non-Dispatch/State | DDS | In Progress |
| 269 | A.2.12.6.2.1.1 | PROVISIONING | % Provisioning Troubles within 30 Days/ISDN/>=10 circuits/Dispatch/State | DDS | In Progress |
| 270 | A.2.12.6.2.2.1 | PROVISIONING | % Provisioning Troubles within 30 Days/ISDN/>=10 circuits/Non-Dispatch/State | DDS | In Progress |
| 271 | A.2.13.1.1.1.1 | PROVISIONING | Average Completion Notice Interval/Residence/<10 circuits/Dispatch/State | DDS | Retired |
| 272 | A.2.13.1.1.2.1 | PROVISIONING | Average Completion Notice Interval/Residence/<10 circuits/Non-Dispatch/State | DDS | Retired |
| 273 | A.2.13.1.2.1.1 | PROVISIONING | Average Completion Notice Interval/Residence/>=10 circuits/Dispatch/State | DDS | Retired |
| 274 | A.2.13.1.2.2.1 | PROVISIONING | Average Completion Notice Interval/Residence/>=10 circuits/Non-Dispatch/State | DDS | Retired |
| 275 | A.2.13.2.1.1.1 | PROVISIONING | Average Completion Notice Interval/Business/<10 circuits/Dispatch/State | DDS | Retired |
| 276 | A.2.13.2.1.2.1 | PROVISIONING | Average Completion Notice Interval/Business/<10 circuits/Non-Dispatch/State | DDS | Retired |
| 277 | A.2.13.2.2.1.1 | PROVISIONING | Average Completion Notice Interval/Business/>=10 circuits/Dispatch/State | DDS | Retired |
| 278 | A.2.13.2.2.2.1 | PROVISIONING | Average Completion Notice Interval/Business/>=10 circuits/Non-Dispatch/State | DDS | Retired |
| 279 | A.2.13.3.1.1.1 | PROVISIONING | Average Completion Notice Interval/Design (Specials)/<10 circuits/Dispatch/State | DDS | Retired |
| 280 | A.2.13.3.1.2.1 | PROVISIONING | Average Completion Notice Interval/Design (Specials)/<10 circuits/Non-Dispatch/State | DDS | Retired |
| 281 | A.2.13.3.2.1.1 | PROVISIONING | Average Completion Notice Interval/Design (Specials)/>=10 circuits/Dispatch/State | DDS | Retired |
| 282 | A.2.13.3.2.2.1 | PROVISIONING | Average Completion Notice Interval/Design (Specials)/>=10 circuits/Non-Dispatch/State | DDS | Retired |
| 283 | A.2.13.4.1.1.1 | PROVISIONING | Average Completion Notice Interval/PBX/<10 circuits/Dispatch/State | DDS | Retired |
| 284 | A.2.13.4.1.2.1 | PROVISIONING | Average Completion Notice Interval/PBX/<10 circuits/Non-Dispatch/State | DDS | Retired |
| 285 | A.2.13.4.2.1.1 | PROVISIONING | Average Completion Notice Interval/PBX/>=10 circuits/Dispatch/State | DDS | Retired |
| 286 | A.2.13.4.2.2.1 | PROVISIONING | Average Completion Notice Interval/PBX/>=10 circuits/Non-Dispatch/State | DDS | Retired |
| 287 | A.2.13.5.1.1.1 | PROVISIONING | Average Completion Notice Interval/Centrex/<10 circuits/Dispatch/State | DDS | Retired |
| 288 | A.2.13.5.1.2.1 | PROVISIONING | Average Completion Notice Interval/Centrex/<10 circuits/Non-Dispatch/State | DDS | Retired |
| 289 | A.2.13.5.2.1.1 | PROVISIONING | Average Completion Notice Interval/Centrex/>=10 circuits/Dispatch/State | DDS | Retired |
| 290 | A.2.13.5.2.2.1 | PROVISIONING | Average Completion Notice Interval/Centrex/>=10 circuits/Non-Dispatch/State | DDS | Retired |
| 291 | A.2.13.6.1.1.1 | PROVISIONING | Average Completion Notice Interval/ISDN/<10 circuits/Dispatch/State | DDS | Retired |

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| 334 | A.2.15.4.2.2.1 | PROVISIONING | Average Completion Notice Interval - Non-Mechanized/PBX/Manual/>=10 circuits/Non-Dispatch/State | DDS | In Progress |
| 335 | A.2.15.5.1.1.1 | PROVISIONING | Average Completion Notice Interval - Non-Mechanized/Centrex/Manual/<10 circuits/Dispatch/State | DDS | In Progress |
| 336 | A.2.15.5.1.2.1 | PROVISIONING | Average Completion Notice Interval - Non-Mechanized/Centrex/Manual/<10 circuits/Non-Dispatch/State | DDS | In Progress |
| 337 | A.2.15.5.2.1.1 | PROVISIONING | Average Completion Notice Interval - Non-Mechanized/Centrex/Manual/>=10 circuits/Dispatch/State | DDS | In Progress |
| 338 | A.2.15.5.2.2.1 | PROVISIONING | Average Completion Notice Interval - Non-Mechanized/Centrex/Manual/>=10 circuits/Non-Dispatch/State | DDS | In Progress |
| 339 | A.2.15.6.1.1.1 | PROVISIONING | Average Completion Notice Interval - Non-Mechanized/ISDN/Manual/<10 circuits/Dispatch/State | DDS | In Progress |
| 340 | A.2.15.6.1.2.1 | PROVISIONING | Average Completion Notice Interval - Non-Mechanized/ISDN/Manual/<10 circuits/Non-Dispatch/State | DDS | In Progress |
| 341 | A.2.15.6.2.1.1 | PROVISIONING | Average Completion Notice Interval - Non-Mechanized/ISDN/Manual/>=10 circuits/Dispatch/State | DDS | In Progress |
| 342 | A.2.15.6.2.2.1 | PROVISIONING | Average Completion Notice Interval - Non-Mechanized/ISDN/Manual/>=10 circuits/Non-Dispatch/State | DDS | In Progress |
| 343 | A.2.16.1.1.1.1 | PROVISIONING | Total Service Order Cycle Time/Residence/<10 circuits/Dispatch/State | DDS | Completed |
| 344 | A.2.16.1.1.2.1 | PROVISIONING | Total Service Order Cycle Time/Residence/<10 circuits/Non-Dispatch/State | DDS | Completed |
| 345 | A.2.16.1.2.1.1 | PROVISIONING | Total Service Order Cycle Time/Residence/>=10 circuits/Dispatch/State | DDS | Completed |
| 346 | A.2.16.1.2.2.1 | PROVISIONING | Total Service Order Cycle Time/Residence/>=10 circuits/Non-Dispatch/State | DDS | Completed |
| 347 | A.2.16.2.1.1.1 | PROVISIONING | Total Service Order Cycle Time/Business/<10 circuits/Dispatch/State | DDS | Completed |
| 348 | A.2.16.2.1.2.1 | PROVISIONING | Total Service Order Cycle Time/Business/<10 circuits/Non-Dispatch/State | DDS | Completed |
| 349 | A.2.16.2.2.1.1 | PROVISIONING | Total Service Order Cycle Time/Business/>=10 circuits/Dispatch/State | DDS | Completed |
| 350 | A.2.16.2.2.2.1 | PROVISIONING | Total Service Order Cycle Time/Business/>=10 circuits/Non-Dispatch/State | DDS | Completed |
| 351 | A.2.16.3.1.1.1 | PROVISIONING | Total Service Order Cycle Time/Design (Specials)/<10 circuits/Dispatch/State | DDS | Completed |
| 352 | A.2.16.3.1.2.1 | PROVISIONING | Total Service Order Cycle Time/Design (Specials)/<10 circuits/Non-Dispatch/State | DDS | Completed |
| 353 | A.2.16.3.2.1.1 | PROVISIONING | Total Service Order Cycle Time/Design (Specials)/>=10 circuits/Dispatch/State | DDS | Completed |
| 354 | A.2.16.3.2.2.1 | PROVISIONING | Total Service Order Cycle Time/Design (Specials)/>=10 circuits/Non-Dispatch/State | DDS | Completed |
| 355 | A.2.16.4.1.1.1 | PROVISIONING | Total Service Order Cycle Time/PBX/<10 circuits/Dispatch/State | DDS | Completed |
| 356 | A.2.16.4.1.2.1 | PROVISIONING | Total Service Order Cycle Time/PBX/<10 circuits/Non-Dispatch/State | DDS | Completed |
| 357 | A.2.16.4.2.1.1 | PROVISIONING | Total Service Order Cycle Time/PBX/>=10 circuits/Dispatch/State | DDS | Completed |
| 358 | A.2.16.4.2.2.1 | PROVISIONING | Total Service Order Cycle Time/PBX/>=10 circuits/Non-Dispatch/State | DDS | Completed |
| 359 | A.2.16.5.1.1.1 | PROVISIONING | Total Service Order Cycle Time/Centrex/<10 circuits/Dispatch/State | DDS | Completed |
| 360 | A.2.16.5.1.2.1 | PROVISIONING | Total Service Order Cycle Time/Centrex/<10 circuits/Non-Dispatch/State | DDS | Completed |
| 361 | A.2.16.5.2.1.1 | PROVISIONING | Total Service Order Cycle Time/Centrex/>=10 circuits/Dispatch/State | DDS | Completed |
| 362 | A.2.16.5.2.2.1 | PROVISIONING | Total Service Order Cycle Time/Centrex/>=10 circuits/Non-Dispatch/State | DDS | Completed |
| 363 | A.2.16.6.1.1.1 | PROVISIONING | Total Service Order Cycle Time/ISDN/<10 circuits/Dispatch/State | DDS | Completed |
| 364 | A.2.16.6.1.2.1 | PROVISIONING | Total Service Order Cycle Time/ISDN/<10 circuits/Non-Dispatch/State | DDS | Completed |
| 365 | A.2.16.6.2.1.1 | PROVISIONING | Total Service Order Cycle Time/ISDN/>=10 circuits/Dispatch/State | DDS | Completed |
| 366 | A.2.16.6.2.2.1 | PROVISIONING | Total Service Order Cycle Time/ISDN/>=10 circuits/Non-Dispatch/State | DDS | Completed |
| 367 | A.2.17.1.1.1.1 | PROVISIONING | Total Service Order Cycle Time - Mechanized/Residence/Electronic/<10 circuits/Dispatch/State | DDS | Completed |
| 368 | A.2.17.1.1.2.1 | PROVISIONING | Total Service Order Cycle Time - Mechanized/Residence/Electronic/<10 circuits/Non-Dispatch/State | DDS | Completed |
| 369 | A.2.17.1.2.1.1 | PROVISIONING | Total Service Order Cycle Time - Mechanized/Residence/Electronic/>=10 circuits/Dispatch/State | DDS | Completed |
| 370 | A.2.17.1.2.2.1 | PROVISIONING | Total Service Order Cycle Time - Mechanized/Residence/Electronic/>=10 circuits/Non-Dispatch/State | DDS | Completed |
| 371 | A.2.17.2.1.1.1 | PROVISIONING | Total Service Order Cycle Time - Mechanized/Business/Electronic/<10 circuits/Dispatch/State | DDS | Completed |
| 372 | A.2.17.2.1.2.1 | PROVISIONING | Total Service Order Cycle Time - Mechanized/Business/Electronic/<10 circuits/Non-Dispatch/State | DDS | Completed |
| 373 | A.2.17.2.2.1.1 | PROVISIONING | Total Service Order Cycle Time - Mechanized/Business/Electronic/>=10 circuits/Dispatch/State | DDS | Completed |
| 374 | A.2.17.2.2.2.1 | PROVISIONING | Total Service Order Cycle Time - Mechanized/Business/Electronic/>=10 circuits/Non-Dispatch/State | DDS | Completed |
| 375 | A.2.17.3.1.1.1 | PROVISIONING | Total Service Order Cycle Time - Mechanized/Design (Specials)/Electronic/<10 circuits/Dispatch/State | DDS | Completed |

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| 418 | A.2.19.1.2.2.1 | PROVISIONING | Total Service Order Cycle Time - Non-Mechanized/Residence/Manual/>=10 circuits/Non-Dispatch/State | DDS | Completed |
| 419 | A.2.19.2.1.1.1 | PROVISIONING | Total Service Order Cycle Time - Non-Mechanized/Business/Manual/<10 circuits/Dispatch/State | DDS | Completed |
| 420 | A.2.19.2.1.2.1 | PROVISIONING | Total Service Order Cycle Time - Non-Mechanized/Business/Manual/<10 circuits/Non-Dispatch/State | DDS | Completed |
| 421 | A.2.19.2.2.1.1 | PROVISIONING | Total Service Order Cycle Time - Non-Mechanized/Business/Manual/>=10 circuits/Dispatch/State | DDS | Completed |
| 422 | A.2.19.2.2.2.1 | PROVISIONING | Total Service Order Cycle Time - Non-Mechanized/Business/Manual/>=10 circuits/Non-Dispatch/State | DDS | Completed |
| 423 | A.2.19.3.1.1.1 | PROVISIONING | Total Service Order Cycle Time - Non-Mechanized/Design (Specials)/Manual/<10 circuits/Dispatch/State | DDS | Completed |
| 424 | A.2.19.3.1.2.1 | PROVISIONING | Total Service Order Cycle Time - Non-Mechanized/Design (Specials)/Manual/<10 circuits/Non-Dispatch/State | DDS | Completed |
| 425 | A.2.19.3.2.1.1 | PROVISIONING | Total Service Order Cycle Time - Non-Mechanized/Design (Specials)/Manual/>=10 circuits/Dispatch/State | DDS | Completed |
| 426 | A.2.19.3.2.2.1 | PROVISIONING | Total Service Order Cycle Time - Non-Mechanized/Design (Specials)/Manual/>=10 circuits/Non-Dispatch/State | DDS | Completed |
| 427 | A.2.19.4.1.1.1 | PROVISIONING | Total Service Order Cycle Time - Non-Mechanized/PBX/Manual/<10 circuits/Dispatch/State | DDS | Completed |
| 428 | A.2.19.4.1.2.1 | PROVISIONING | Total Service Order Cycle Time - Non-Mechanized/PBX/Manual/<10 circuits/Non-Dispatch/State | DDS | Completed |
| 429 | A.2.19.4.2.1.1 | PROVISIONING | Total Service Order Cycle Time - Non-Mechanized/PBX/Manual/>=10 circuits/Dispatch/State | DDS | Completed |
| 430 | A.2.19.4.2.2.1 | PROVISIONING | Total Service Order Cycle Time - Non-Mechanized/PBX/Manual/>=10 circuits/Non-Dispatch/State | DDS | Completed |
| 431 | A.2.19.5.1.1.1 | PROVISIONING | Total Service Order Cycle Time - Non-Mechanized/Centrex/Manual/<10 circuits/Dispatch/State | DDS | Completed |
| 432 | A.2.19.5.1.2.1 | PROVISIONING | Total Service Order Cycle Time - Non-Mechanized/Centrex/Manual/<10 circuits/Non-Dispatch/State | DDS | Completed |
| 433 | A.2.19.5.2.1.1 | PROVISIONING | Total Service Order Cycle Time - Non-Mechanized/Centrex/Manual/>=10 circuits/Dispatch/State | DDS | Completed |
| 434 | A.2.19.5.2.2.1 | PROVISIONING | Total Service Order Cycle Time - Non-Mechanized/Centrex/Manual/>=10 circuits/Non-Dispatch/State | DDS | Completed |
| 435 | A.2.19.6.1.1.1 | PROVISIONING | Total Service Order Cycle Time - Non-Mechanized/ISDN/Manual/<10 circuits/Dispatch/State | DDS | Completed |
| 436 | A.2.19.6.1.2.1 | PROVISIONING | Total Service Order Cycle Time - Non-Mechanized/ISDN/Manual/<10 circuits/Non-Dispatch/State | DDS | Completed |
| 437 | A.2.19.6.2.1.1 | PROVISIONING | Total Service Order Cycle Time - Non-Mechanized/ISDN/Manual/>=10 circuits/Dispatch/State | DDS | Completed |
| 438 | A.2.19.6.2.2.1 | PROVISIONING | Total Service Order Cycle Time - Non-Mechanized/ISDN/Manual/>=10 circuits/Non-Dispatch/State | DDS | Completed |
| 439 | A.2.20.1.1.1.1 | PROVISIONING | Total Service Order Cycle Time (offered)/Residence/<10 circuits/Dispatch/State | DDS | Completed |
| 440 | A.2.20.1.1.2.1 | PROVISIONING | Total Service Order Cycle Time (offered)/Residence/<10 circuits/Non-Dispatch/State | DDS | Completed |
| 441 | A.2.20.1.2.1.1 | PROVISIONING | Total Service Order Cycle Time (offered)/Residence/>=10 circuits/Dispatch/State | DDS | Completed |
| 442 | A.2.20.1.2.2.1 | PROVISIONING | Total Service Order Cycle Time (offered)/Residence/>=10 circuits/Non-Dispatch/State | DDS | Completed |
| 443 | A.2.20.2.1.1.1 | PROVISIONING | Total Service Order Cycle Time (offered)/Business/<10 circuits/Dispatch/State | DDS | Completed |
| 444 | A.2.20.2.1.2.1 | PROVISIONING | Total Service Order Cycle Time (offered)/Business/<10 circuits/Non-Dispatch/State | DDS | Completed |
| 445 | A.2.20.2.2.1.1 | PROVISIONING | Total Service Order Cycle Time (offered)/Business/>=10 circuits/Dispatch/State | DDS | Completed |
| 446 | A.2.20.2.2.2.1 | PROVISIONING | Total Service Order Cycle Time (offered)/Business/>=10 circuits/Non-Dispatch/State | DDS | Completed |
| 447 | A.2.20.3.1.1.1 | PROVISIONING | Total Service Order Cycle Time (offered)/Design (Specials)/<10 circuits/Dispatch/State | DDS | Completed |
| 448 | A.2.20.3.1.2.1 | PROVISIONING | Total Service Order Cycle Time (offered)/Design (Specials)/<10 circuits/Non-Dispatch/State | DDS | Completed |
| 449 | A.2.20.3.2.1.1 | PROVISIONING | Total Service Order Cycle Time (offered)/Design (Specials)/>=10 circuits/Dispatch/State | DDS | Completed |
| 450 | A.2.20.3.2.2.1 | PROVISIONING | Total Service Order Cycle Time (offered)/Design (Specials)/>=10 circuits/Non-Dispatch/State | DDS | Completed |
| 451 | A.2.20.4.1.1.1 | PROVISIONING | Total Service Order Cycle Time (offered)/PBX/<10 circuits/Dispatch/State | DDS | Completed |
| 452 | A.2.20.4.1.2.1 | PROVISIONING | Total Service Order Cycle Time (offered)/PBX/<10 circuits/Non-Dispatch/State | DDS | Completed |
| 453 | A.2.20.4.2.1.1 | PROVISIONING | Total Service Order Cycle Time (offered)/PBX/>=10 circuits/Dispatch/State | DDS | Completed |
| 454 | A.2.20.4.2.2.1 | PROVISIONING | Total Service Order Cycle Time (offered)/PBX/>=10 circuits/Non-Dispatch/State | DDS | Completed |
| 455 | A.2.20.5.1.1.1 | PROVISIONING | Total Service Order Cycle Time (offered)/Centrex/<10 circuits/Dispatch/State | DDS | Completed |
| 456 | A.2.20.5.1.2.1 | PROVISIONING | Total Service Order Cycle Time (offered)/Centrex/<10 circuits/Non-Dispatch/State | DDS | Completed |
| 457 | A.2.20.5.2.1.1 | PROVISIONING | Total Service Order Cycle Time (offered)/Centrex/>=10 circuits/Dispatch/State | DDS | Completed |
| 458 | A.2.20.5.2.2.1 | PROVISIONING | Total Service Order Cycle Time (offered)/Centrex/>=10 circuits/Non-Dispatch/State | DDS | Completed |
| 459 | A.2.20.6.1.1.1 | PROVISIONING | Total Service Order Cycle Time (offered)/ISDN/<10 circuits/Dispatch/State | DDS | Completed |

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| 502 | A.2.22.4.2.2.1 | PROVISIONING | Total Service Order Cycle Time (offered) - Partially Mechanized/PBX/Partial Electronic/>=10 circuits/Non-D | DDS | Completed |
| 503 | A.2.22.5.1.1.1 | PROVISIONING | Total Service Order Cycle Time (offered) - Partially Mechanized/Centrex/Partial Electronic/<10 circuits/Dis | DDS | Completed |
| 504 | A.2.22.5.1.2.1 | PROVISIONING | Total Service Order Cycle Time (offered) - Partially Mechanized/Centrex/Partial Electronic/<10 circuits/Non | DDS | Completed |
| 505 | A.2.22.5.2.1.1 | PROVISIONING | Total Service Order Cycle Time (offered) - Partially Mechanized/Centrex/Partial Electronic/>=10 circuits/Di | DDS | Completed |
| 506 | A.2.22.5.2.2.1 | PROVISIONING | Total Service Order Cycle Time (offered) - Partially Mechanized/Centrex/Partial Electronic/>=10 circuits/N | DDS | Completed |
| 507 | A.2.22.6.1.1.1 | PROVISIONING | Total Service Order Cycle Time (offered) - Partially Mechanized/ISDN/Partial Electronic/<10 circuits/Dispa | DDS | Completed |
| 508 | A.2.22.6.1.2.1 | PROVISIONING | Total Service Order Cycle Time (offered) - Partially Mechanized/ISDN/Partial Electronic/<10 circuits/Non-D | DDS | Completed |
| 509 | A.2.22.6.2.1.1 | PROVISIONING | Total Service Order Cycle Time (offered) - Partially Mechanized/ISDN/Partial Electronic/>=10 circuits/Disp | DDS | Completed |
| 510 | A.2.22.6.2.2.1 | PROVISIONING | Total Service Order Cycle Time (offered) - Partially Mechanized/ISDN/Partial Electronic/>=10 circuits/Non | DDS | Completed |
| 511 | A.2.23.1.1.1.1 | PROVISIONING | Total Service Order Cycle Time (offered) - Non-Mechanized/Residence/Manual/<10 circuits/Dispatch/State | DDS | Completed |
| 512 | A.2.23.1.1.2.1 | PROVISIONING | Total Service Order Cycle Time (offered) - Non-Mechanized/Residence/Manual/<10 circuits/Non-Dispatch | DDS | Completed |
| 513 | A.2.23.1.2.1.1 | PROVISIONING | Total Service Order Cycle Time (offered) - Non-Mechanized/Residence/Manual/>=10 circuits/Dispatch/State | DDS | Completed |
| 514 | A.2.23.1.2.2.1 | PROVISIONING | Total Service Order Cycle Time (offered) - Non-Mechanized/Residence/Manual/>=10 circuits/Non-Dispatch | DDS | Completed |
| 515 | A.2.23.2.1.1.1 | PROVISIONING | Total Service Order Cycle Time (offered) - Non-Mechanized/Business/Manual/<10 circuits/Dispatch/State | DDS | Completed |
| 516 | A.2.23.2.1.2.1 | PROVISIONING | Total Service Order Cycle Time (offered) - Non-Mechanized/Business/Manual/<10 circuits/Non-Dispatch/S | DDS | Completed |
| 517 | A.2.23.2.2.1.1 | PROVISIONING | Total Service Order Cycle Time (offered) - Non-Mechanized/Business/Manual/>=10 circuits/Dispatch/State | DDS | Completed |
| 518 | A.2.23.2.2.2.1 | PROVISIONING | Total Service Order Cycle Time (offered) - Non-Mechanized/Business/Manual/>=10 circuits/Non-Dispatch | DDS | Completed |
| 519 | A.2.23.3.1.1.1 | PROVISIONING | Total Service Order Cycle Time (offered) - Non-Mechanized/Design (Specials)/Manual/<10 circuits/Dispatch | DDS | Completed |
| 520 | A.2.23.3.1.2.1 | PROVISIONING | Total Service Order Cycle Time (offered) - Non-Mechanized/Design (Specials)/Manual/<10 circuits/Non-Di | DDS | Completed |
| 521 | A.2.23.3.2.1.1 | PROVISIONING | Total Service Order Cycle Time (offered) - Non-Mechanized/Design (Specials)/Manual/>=10 circuits/Dispa | DDS | Completed |
| 522 | A.2.23.3.2.2.1 | PROVISIONING | Total Service Order Cycle Time (offered) - Non-Mechanized/Design (Specials)/Manual/>=10 circuits/Non-D | DDS | Completed |
| 523 | A.2.23.4.1.1.1 | PROVISIONING | Total Service Order Cycle Time (offered) - Non-Mechanized/PBX/Manual/<10 circuits/Dispatch/State | DDS | Completed |
| 524 | A.2.23.4.1.2.1 | PROVISIONING | Total Service Order Cycle Time (offered) - Non-Mechanized/PBX/Manual/<10 circuits/Non-Dispatch/State | DDS | Completed |
| 525 | A.2.23.4.2.1.1 | PROVISIONING | Total Service Order Cycle Time (offered) - Non-Mechanized/PBX/Manual/>=10 circuits/Dispatch/State | DDS | Completed |
| 526 | A.2.23.4.2.2.1 | PROVISIONING | Total Service Order Cycle Time (offered) - Non-Mechanized/PBX/Manual/>=10 circuits/Non-Dispatch/State | DDS | Completed |
| 527 | A.2.23.5.1.1.1 | PROVISIONING | Total Service Order Cycle Time (offered) - Non-Mechanized/Centrex/Manual/<10 circuits/Dispatch/State | DDS | Completed |
| 528 | A.2.23.5.1.2.1 | PROVISIONING | Total Service Order Cycle Time (offered) - Non-Mechanized/Centrex/Manual/<10 circuits/Non-Dispatch/St | DDS | Completed |
| 529 | A.2.23.5.2.1.1 | PROVISIONING | Total Service Order Cycle Time (offered) - Non-Mechanized/Centrex/Manual/>=10 circuits/Dispatch/State | DDS | Completed |
| 530 | A.2.23.5.2.2.1 | PROVISIONING | Total Service Order Cycle Time (offered) - Non-Mechanized/Centrex/Manual/>=10 circuits/Non-Dispatch/S | DDS | Completed |
| 531 | A.2.23.6.1.1.1 | PROVISIONING | Total Service Order Cycle Time (offered) - Non-Mechanized/ISDN/Manual/<10 circuits/Dispatch/State | DDS | Completed |
| 532 | A.2.23.6.1.2.1 | PROVISIONING | Total Service Order Cycle Time (offered) - Non-Mechanized/ISDN/Manual/<10 circuits/Non-Dispatch/State | DDS | Completed |
| 533 | A.2.23.6.2.1.1 | PROVISIONING | Total Service Order Cycle Time (offered) - Non-Mechanized/ISDN/Manual/>=10 circuits/Dispatch/State | DDS | Completed |
| 534 | A.2.23.6.2.2.1 | PROVISIONING | Total Service Order Cycle Time (offered) - Non-Mechanized/ISDN/Manual/>=10 circuits/Non-Dispatch/State | DDS | Completed |
| 535 | A.2.24.1.1.1 | PROVISIONING | % Completions w/o Notice or < 24 hours/Residence/Dispatch/State | DDS | Not Started |
| 536 | A.2.24.1.2.1 | PROVISIONING | % Completions w/o Notice or < 24 hours/Residence/Dispatch/State | DDS | Not Started |
| 537 | A.2.24.2.1.1 | PROVISIONING | % Completions w/o Notice or < 24 hours/Business/Dispatch/State | DDS | Not Started |
| 538 | A.2.24.2.2.1 | PROVISIONING | % Completions w/o Notice or < 24 hours/Business/Dispatch/State | DDS | Not Started |
| 539 | A.2.24.3.1.1 | PROVISIONING | % Completions w/o Notice or < 24 hours/Design (Specials)/Dispatch/State | DDS | Not Started |
| 540 | A.2.24.3.2.1 | PROVISIONING | % Completions w/o Notice or < 24 hours/Design (Specials)/Dispatch/State | DDS | Not Started |
| 541 | A.2.24.4.1.1 | PROVISIONING | % Completions w/o Notice or < 24 hours/PBX/Dispatch/State | DDS | Not Started |
| 542 | A.2.24.4.2.1 | PROVISIONING | % Completions w/o Notice or < 24 hours/PBX/Dispatch/State | DDS | Not Started |
| 543 | A.2.24.5.1.1 | PROVISIONING | % Completions w/o Notice or < 24 hours/Centrex/Dispatch/State | DDS | Not Started |

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| 544 | A.2.24.5.2.1 | PROVISIONING | % Completions w/o Notice or < 24 hours/Centrex/Dispatch/State | DDS | Not Started |
| 545 | A.2.24.6.1.1 | PROVISIONING | % Completions w/o Notice or < 24 hours/ISDN/Dispatch/State | DDS | Not Started |
| 546 | A.2.24.6.2.1 | PROVISIONING | % Completions w/o Notice or < 24 hours/ISDN/Dispatch/State | DDS | Not Started |
| 547 | A.2.25.1.1.1.1 | PROVISIONING | Service Order Accuracy/Residence/<10 circuits/Dispatch/State | MANUAL | Completed |
| 548 | A.2.25.1.1.2.1 | PROVISIONING | Service Order Accuracy/Residence/<10 circuits/Non-Dispatch/State | MANUAL | Completed |
| 549 | A.2.25.1.2.1.1 | PROVISIONING | Service Order Accuracy/Residence/>=10 circuits/Dispatch/State | MANUAL | Completed |
| 550 | A.2.25.1.2.2.1 | PROVISIONING | Service Order Accuracy/Residence/>=10 circuits/Non-Dispatch/State | MANUAL | Completed |
| 551 | A.2.25.2.1.1.1 | PROVISIONING | Service Order Accuracy/Business/<10 circuits/Dispatch/State | MANUAL | Completed |
| 552 | A.2.25.2.1.2.1 | PROVISIONING | Service Order Accuracy/Business/<10 circuits/Non-Dispatch/State | MANUAL | Completed |
| 553 | A.2.25.2.2.1.1 | PROVISIONING | Service Order Accuracy/Business/>=10 circuits/Dispatch/State | MANUAL | Completed |
| 554 | A.2.25.2.2.2.1 | PROVISIONING | Service Order Accuracy/Business/>=10 circuits/Non-Dispatch/State | MANUAL | Completed |
| 555 | A.2.25.3.1.1.1 | PROVISIONING | Service Order Accuracy/Design (Specials)/<10 circuits/Dispatch/State | MANUAL | Completed |
| 556 | A.2.25.3.1.2.1 | PROVISIONING | Service Order Accuracy/Design (Specials)/<10 circuits/Non-Dispatch/State | MANUAL | Completed |
| 557 | A.2.25.3.2.1.1 | PROVISIONING | Service Order Accuracy/Design (Specials)/>=10 circuits/Dispatch/State | MANUAL | Completed |
| 558 | A.2.25.3.2.2.1 | PROVISIONING | Service Order Accuracy/Design (Specials)/>=10 circuits/Non-Dispatch/State | MANUAL | Completed |
| 559 | A.3.1.1.1.1 | M&R | Missed Repair Appointments/Residence/Dispatch/State | DDS | Completed |
| 560 | A.3.1.1.2.1 | M&R | Missed Repair Appointments/Residence/Non-Dispatch/State | DDS | Completed |
| 561 | A.3.1.2.1.1 | M&R | Missed Repair Appointments/Business/Dispatch/State | DDS | Completed |
| 562 | A.3.1.2.2.1 | M&R | Missed Repair Appointments/Business/Non-Dispatch/State | DDS | Completed |
| 563 | A.3.1.3.1.1 | M&R | Missed Repair Appointments/Design (Specials)/Dispatch/State | DDS | Completed |
| 564 | A.3.1.3.2.1 | M&R | Missed Repair Appointments/Design (Specials)/Non-Dispatch/State | DDS | Completed |
| 565 | A.3.1.4.1.1 | M&R | Missed Repair Appointments/PBX/Dispatch/State | DDS | Completed |
| 566 | A.3.1.4.2.1 | M&R | Missed Repair Appointments/PBX/Non-Dispatch/State | DDS | Completed |
| 567 | A.3.1.5.1.1 | M&R | Missed Repair Appointments/Centrex/Dispatch/State | DDS | Completed |
| 568 | A.3.1.5.2.1 | M&R | Missed Repair Appointments/Centrex/Non-Dispatch/State | DDS | Completed |
| 569 | A.3.1.6.1.1 | M&R | Missed Repair Appointments/ISDN/Dispatch/State | DDS | Completed |
| 570 | A.3.1.6.2.1 | M&R | Missed Repair Appointments/ISDN/Non-Dispatch/State | DDS | Completed |
| 571 | A.3.2.1.1.1 | M&R | Customer Trouble Report Rate/Residence/Dispatch/State | DDS | Completed |
| 572 | A.3.2.1.2.1 | M&R | Customer Trouble Report Rate/Residence/Non-Dispatch/State | DDS | Completed |
| 573 | A.3.2.2.1.1 | M&R | Customer Trouble Report Rate/Business/Dispatch/State | DDS | Completed |
| 574 | A.3.2.2.2.1 | M&R | Customer Trouble Report Rate/Business/Non-Dispatch/State | DDS | Completed |
| 575 | A.3.2.3.1.1 | M&R | Customer Trouble Report Rate/Design (Specials)/Dispatch/State | DDS | Completed |
| 576 | A.3.2.3.2.1 | M&R | Customer Trouble Report Rate/Design (Specials)/Non-Dispatch/State | DDS | Completed |
| 577 | A.3.2.4.1.1 | M&R | Customer Trouble Report Rate/PBX/Dispatch/State | DDS | Completed |
| 578 | A.3.2.4.2.1 | M&R | Customer Trouble Report Rate/PBX/Non-Dispatch/State | DDS | Completed |
| 579 | A.3.2.5.1.1 | M&R | Customer Trouble Report Rate/Centrex/Dispatch/State | DDS | Completed |
| 580 | A.3.2.5.2.1 | M&R | Customer Trouble Report Rate/Centrex/Non-Dispatch/State | DDS | Completed |
| 581 | A.3.2.6.1.1 | M&R | Customer Trouble Report Rate/ISDN/Dispatch/State | DDS | Completed |
| 582 | A.3.2.6.2.1 | M&R | Customer Trouble Report Rate/ISDN/Non-Dispatch/State | DDS | Completed |
| 583 | A.3.3.1.1.1 | M&R | Maintenance Average Duration/Residence/Dispatch/State | DDS | Completed |
| 584 | A.3.3.1.2.1 | M&R | Maintenance Average Duration/Residence/Non-Dispatch/State | DDS | Completed |
| 585 | A.3.3.2.1.1 | M&R | Maintenance Average Duration/Business/Dispatch/State | DDS | Completed |

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| 586 | A.3.3.2.2.1 | M&R | Maintenance Average Duration/Business/Non-Dispatch/State | DDS | Completed |
| 587 | A.3.3.3.1.1 | M&R | Maintenance Average Duration/Design (Specials)/Dispatch/State | DDS | Completed |
| 588 | A.3.3.3.2.1 | M&R | Maintenance Average Duration/Design (Specials)/Non-Dispatch/State | DDS | Completed |
| 589 | A.3.3.4.1.1 | M&R | Maintenance Average Duration/PBX/Dispatch/State | DDS | Completed |
| 590 | A.3.3.4.2.1 | M&R | Maintenance Average Duration/PBX/Non-Dispatch/State | DDS | Completed |
| 591 | A.3.3.5.1.1 | M&R | Maintenance Average Duration/Centrex/Dispatch/State | DDS | Completed |
| 592 | A.3.3.5.2.1 | M&R | Maintenance Average Duration/Centrex/Non-Dispatch/State | DDS | Completed |
| 593 | A.3.3.6.1.1 | M&R | Maintenance Average Duration/ISDN/Dispatch/State | DDS | Completed |
| 594 | A.3.3.6.2.1 | M&R | Maintenance Average Duration/ISDN/Non-Dispatch/State | DDS | Completed |
| 595 | A.3.4.1.1.1 | M&R | % Repeat Troubles within 30 Days/Residence/Dispatch/State | DDS | Completed |
| 596 | A.3.4.1.2.1 | M&R | % Repeat Troubles within 30 Days/Residence/Non-Dispatch/State | DDS | Completed |
| 597 | A.3.4.2.1.1 | M&R | % Repeat Troubles within 30 Days/Business/Dispatch/State | DDS | Completed |
| 598 | A.3.4.2.2.1 | M&R | % Repeat Troubles within 30 Days/Business/Non-Dispatch/State | DDS | Completed |
| 599 | A.3.4.3.1.1 | M&R | % Repeat Troubles within 30 Days/Design (Specials)/Dispatch/State | DDS | Completed |
| 600 | A.3.4.3.2.1 | M&R | % Repeat Troubles within 30 Days/Design (Specials)/Non-Dispatch/State | DDS | Completed |
| 601 | A.3.4.4.1.1 | M&R | % Repeat Troubles within 30 Days/PBX/Dispatch/State | DDS | Completed |
| 602 | A.3.4.4.2.1 | M&R | % Repeat Troubles within 30 Days/PBX/Non-Dispatch/State | DDS | Completed |
| 603 | A.3.4.5.1.1 | M&R | % Repeat Troubles within 30 Days/Centrex/Dispatch/State | DDS | Completed |
| 604 | A.3.4.5.2.1 | M&R | % Repeat Troubles within 30 Days/Centrex/Non-Dispatch/State | DDS | Completed |
| 605 | A.3.4.6.1.1 | M&R | % Repeat Troubles within 30 Days/ISDN/Dispatch/State | DDS | Completed |
| 606 | A.3.4.6.2.1 | M&R | % Repeat Troubles within 30 Days/ISDN/Non-Dispatch/State | DDS | Completed |
| 607 | A.3.5.1.1.1 | M&R | Out of Service > 24 hours/Residence/Dispatch/State | DDS | Completed |
| 608 | A.3.5.1.2.1 | M&R | Out of Service > 24 hours/Residence/Non-Dispatch/State | DDS | Completed |
| 609 | A.3.5.2.1.1 | M&R | Out of Service > 24 hours/Business/Dispatch/State | DDS | Completed |
| 610 | A.3.5.2.2.1 | M&R | Out of Service > 24 hours/Business/Non-Dispatch/State | DDS | Completed |
| 611 | A.3.5.3.1.1 | M&R | Out of Service > 24 hours/Design (Specials)/Dispatch/State | DDS | Completed |
| 612 | A.3.5.3.2.1 | M&R | Out of Service > 24 hours/Design (Specials)/Non-Dispatch/State | DDS | Completed |
| 613 | A.3.5.4.1.1 | M&R | Out of Service > 24 hours/PBX/Dispatch/State | DDS | Completed |
| 614 | A.3.5.4.2.1 | M&R | Out of Service > 24 hours/PBX/Non-Dispatch/State | DDS | Completed |
| 615 | A.3.5.5.1.1 | M&R | Out of Service > 24 hours/Centrex/Dispatch/State | DDS | Completed |
| 616 | A.3.5.5.2.1 | M&R | Out of Service > 24 hours/Centrex/Non-Dispatch/State | DDS | Completed |
| 617 | A.3.5.6.1.1 | M&R | Out of Service > 24 hours/ISDN/Dispatch/State | DDS | Completed |
| 618 | A.3.5.6.2.1 | M&R | Out of Service > 24 hours/ISDN/Non-Dispatch/State | DDS | Completed |
| 619 | A.4.1.1 | BILLING | Invoice Accuracy/State | DDS | Completed |
| 620 | A.4.2.1 | BILLING | Mean Time to Deliver Invoices - CRIS/Region | DDS | Completed |

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| TOTAL NOT STARTED | 12 |
| TOTAL IN PROGRESS | 198 |
| TOTAL COMPLETED (ALL 3 MONTHS) | 356 |
| SUBTOTAL | 566 |
| TOTAL RETIRED | 54 |
| TOTAL W/O RETIRED | 512 |